

## UHC Customer Service Representatives

As many of you are aware, UHC offers extensive features on its website (myuhc.com) and voice response unit to assist you with benefits questions and confidential personalized data. In response to recent requests, with UHC's help we have prepared the following for when you need additional assistance and would like to contact a UC LANL/UHC Customer Service Team representative directly.

We appreciate hearing your questions regarding UHC, and we will continue to address your concerns as they arise.

### To reach a live person at the UHC service center

Call the UnitedHealthcare service center for Los Alamos National Laboratory and UC employees (1-800-603-3816).

You will be given prompts for several options, and to speak with a customer service representative choose option 1 – **For information on medical claims, benefits, networks, or other member information.** After a short pause, you will hear the following:

- For information on the Select EPO or PPO plan, press or say “1.”
- For information on the iPlan (the Consumer Choice Plan), press or say “2.”

After choosing one of the options, you will be transferred to the telephone self service system (Service Center Voice Response Unit). To speak with a Customer Service Representative, please choose the following prompts:

- If you are enrolled with UnitedHealthcare to receive benefits, press “1.”
- Enter the Member Identification (ID) Number found on your ID Card **or** your Social Security Number (SSN) and then press the # sign.

Please note: Entering your Member ID or SSN will route you to the UC LANL customer service team. **If you do not enter your Member ID, SSN or Group Number, you may be routed incorrectly to a different service center.** The phone system will not recognize “0” as a valid Member ID, Social Security Number (SSN) or Group Number.

- To speak with a Customer Service Associate, press 0

You will then hear some recorded information regarding UnitedHealthcare while you are being transferred to a Customer Service Representative.

